



COMMUNICATE EFFECTIVELY AS A LEADER





CASH REGISTER



- **Why did the group members have different responses to the exercise statements? What caused the differences?**
- **Many people don't perform very well on this test. Why?**



CONCEPTS OF “CASH REGISTER”



- **Individuals perceive information based on their own experiences and backgrounds.**
- **Individuals respond to communication situations differently.**
 - **Most people selectively perceive information they are comfortable with while analyzing situations.**
 - **Many subconsciously fill in gaps with assumptions they believe are facts.**



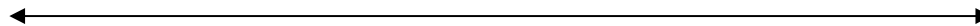
INTERPERSONAL COMMUNICATIONS MODEL

**E
X
P
O
S
U
R
E**



ARENA I KNOW YOU KNOW	BLIND SPOT I DON'T KNOW YOU KNOW
UNKNOWN I KNOW YOU DON'T KNOW	FACADE I DON'T KNOW YOU DON'T KNOW

RECEIVING FEEDBACK



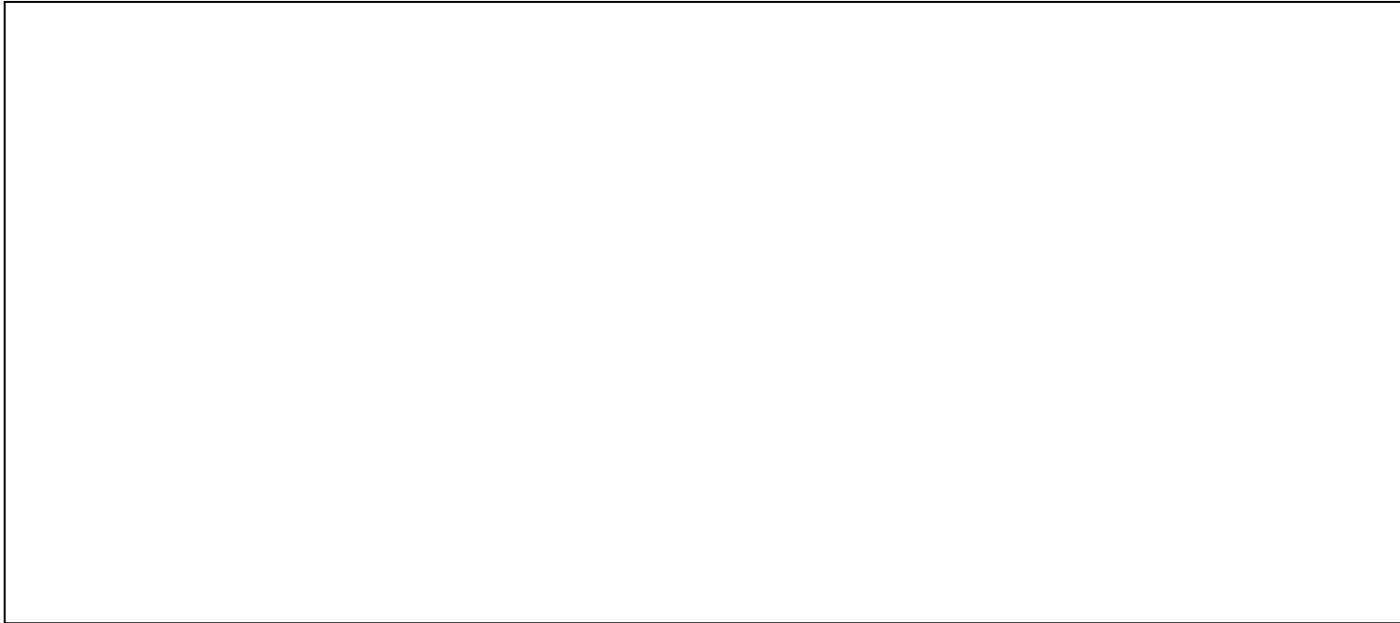


WINDOW REPRESENTING ME

A large, empty rectangular box with a black border, intended for a drawing or illustration representing the individual.



WINDOW REPRESENTING PLATOON SITUATION





SAMPLE LEADERSHIP STYLES



- **Usually results in subordinates who are hostile, insecure, and resentful.**
- **Subordinates soon learn that the leader is interested in his/her own importance and prestige.**
- **Leader tends to be considered autocratic.**
- **Leaders who value their own ideas and opinions but not those of others.**



SAMPLE LEADERSHIP STYLES, cont.



- **The most effective communication style.**
- **Leaders who cannot “open up” because of their personalities and attitudes.**
- **Leaders who use neither exposure nor feedback.**
- **Leaders who cannot use exposure and must rely on feedback.**



SAMPLE LEADERSHIP STYLES, cont.



- **Leaders who appear to exhibit anxiety and hostility.**
- **If an organization has a number of leaders of this type, they can expect to find poor and ineffective interpersonal communications.**